



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
COLLECTION SERVICE BOARD
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TENNESSEE 37243

COLLECTION SERVICE BOARD – Meeting Agenda
710 JAMES ROBERTSON PARKWAY, 2nd FLOOR CONFERENCE ROOM
May 9, 2012 - 9:30 a.m.

Call to Order – Bart Howard, Chairman

- Roll Call – Donna Hancock, Executive Director
- Agenda – Review / Adopt
- Minutes – March 14, 2012 - Review / Adopt (**iPad Tab 1**)
- Minutes – August 2, 2011 Teleconference – Review / Adopt (**iPad Tab 1-b**)

Chris Whittaker, Assistant General Counsel

- Legal Report (**iPad Tab 2**)

Administrative Report –Donna Hancock, Director

- Location Manager Exam Contract - Update
- Consumer Financial Protection Proposed Rule – Response from NACARA (**iPad Tab 3**)
- FYI - Complaint Status Report - (**iPad Tab 4**)

Location Manager Application Review: Determine Eligibility –

- **Tabs 5 - 9**

New Business or Unfinished Business

Adjourn